

# **Essential Tools for EN Success: Part 2**

Operations Support Manager  
Social Security's Ticket to Work Program

# Objectives

## **Content**

- Show examples of what other Employment Networks are doing
- Provide ideas on how you can more efficiently run your EN

## **Application**

- Use these ideas in your agency
- Create your own forms that fit your model
- Increase your Ticket activity and track results

# **Examples from Employment Networks**

# Incentives to Ticket Holders to reach their Goals

- Primary Purpose
  - Motivation
- When to hand out
  - Specific milestones
- Types of Incentives
  - Gift cards
  - Gas reimbursement
  - Party
  - Luncheon
  - Drawing



# Internet Fax Services (IFS)

## Reasons for using IFS:

- Send and receive faxes through email
- Saves Time
- No Printing
- Transaction History
- Reporting Beneficiary Earnings

### Examples of IFS Vendors



**\*\* Please Note: Service fees may apply**

# “Quick Coach” Call Prep Sheet



## Quick Coach Call Prep Sheet

Name:

Coaching Date:     /     /

Next Coaching Appointment:     /     /

1. What is my BIG WIN since the last time we talked?

2. What is an opportunity I have before me right now?

3. What's an immediate challenge or obstacle I'm facing?

4. What do I want to use my next coaching session for?

1.

2.

5. Goal setting

Action	Assistance/Resources needed	Goal Date
		/ /
		/ /
		/ /
		/ /

Please email the completed form to your Career Specialist at least 2 business days  
BEFORE your next call.

Human Solutions, LLC  
877-561-5886 Toll Free, Fax: 877-567-8003, 711 TTY/TRS  
Visit our website at: [www.youremploymentnetwork.com](http://www.youremploymentnetwork.com)

# Benefits Summary Form



## Benefits Summary Form

Client Name: \_\_\_\_\_

Date of Inquiry: \_\_\_\_/\_\_\_\_/\_\_\_\_

Benefit Type: ☐ SSI ☐ SSDI ☐ Concurrent

Benefit amount: \$\_\_\_\_\_

Trial Work Months used: \_\_\_\_\_

Employment Start Date: \_\_\_\_\_

Last month/Year worked: \_\_\_\_/\_\_\_\_ Amount \$\_\_\_\_\_

Next Medical Review: \_\_\_\_/\_\_\_\_/\_\_\_\_

Medical Re-Exam Cycle (3,4,5 years): \_\_\_\_\_

Overpayment? ☐ Yes ☐ No If yes, Amount? \$\_\_\_\_\_

### To be completed by CWIC

CWIC: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Next recommended scheduled appointment: ☐ 3 months ☐ 6 months

6mos. Post-Employment date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Considerations/Notes:

# Progress Check 1

**What is the maximum amount allowed in the BPA agreement for incentives to Ticket Holders?**

- A.** \$100 per quarter
- B.** \$200 per year
- C.** \$60 per quarter
- D.** There is no limit



# Wage Reporting Form

**HR OFFICE SOLUTIONS, INC.**

DOVER, DE 19904 | Telephone: (302) 677-1555

**WAGE REPORTING FORM***(This information must be completed by the employee)*

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Social Security #: \_\_\_\_\_

Home Telephone #: \_\_\_\_\_

Mobile Telephone #: \_\_\_\_\_

**Please read the following information:**

I hereby authorize the employer below to release the requested information to HR Office Solutions, Inc., regarding my wages, employment status. I the client understand that this letter is valid for the duration of services from HR Office Solutions, Inc. This is to help them provide Social Security with my monthly wages as a part of the Ticket to Work program.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*\*\*\*

*(This information is to be filled out by the Employer)*

Please provide us with a copy of employee's wage report and fax to (206) 888-4342

Name of Employer: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Work Telephone #: \_\_\_\_\_

Pay Rate: \_\_\_\_\_

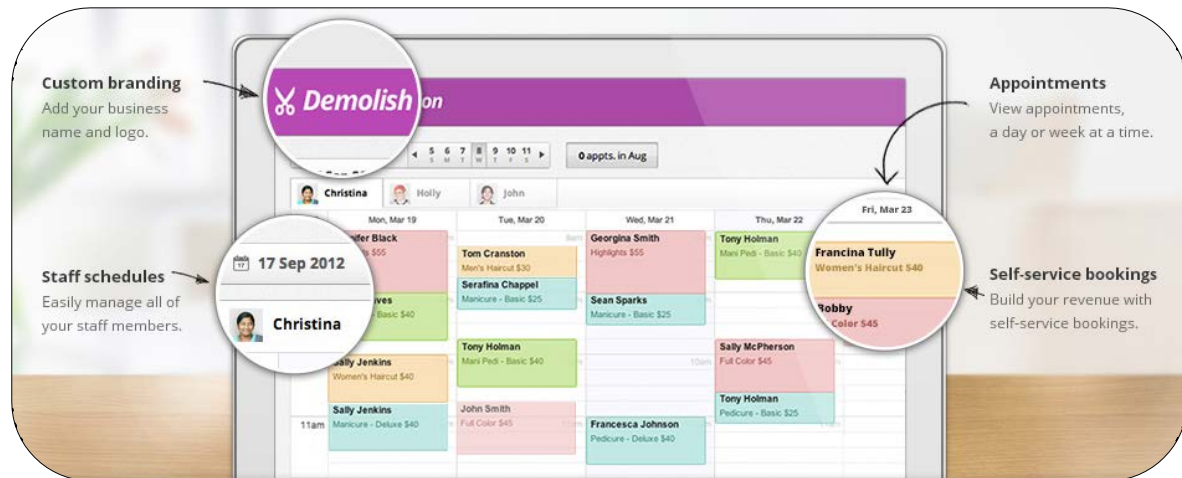
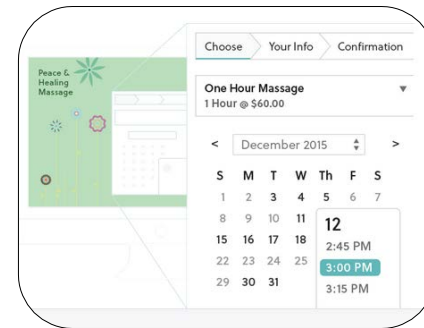
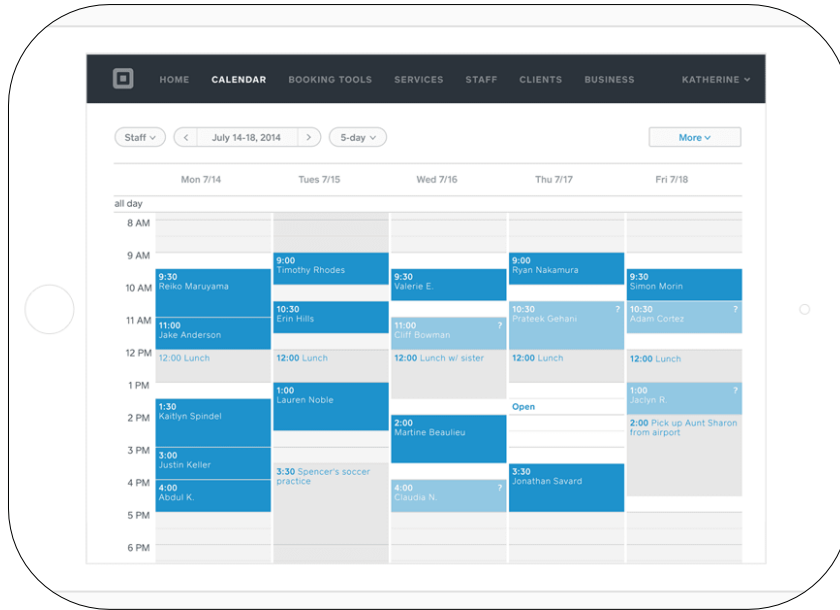
Start Date: \_\_\_\_\_

Signature of Person Completing Report: \_\_\_\_\_

Date: \_\_\_\_\_

Notes: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Appointment Setting Tools



# Progress Check 2

**What is the advantage of having an online tool for your Ticket Holders to set appointments?**

- A.** Saves time for both the EN and Ticket Holder
- B.** Eliminates phone tag
- C.** Some Ticket Holders may be too shy to call
- D.** Some Ticket Holders are more comfortable doing things online
- E.** All of the above

# Online Questionnaire

## Application for Laradon's Ticket to Work Program

Thank you for your interest in Laradon's Ticket to Work program. Please note that the Ticket to Work program is only available to persons receiving SSI or SSDI cash benefits. As part of our efforts to evaluate your potential to benefit from our services and possible participation in our program, please complete this questionnaire. Please make every effort to fully and clearly answer all questions. When you are finished please click SUBMIT at the bottom of the page. If you require any assistance you may contact Ann at 720-974-6823. Once we receive your responses, they will be reviewed and we will follow-up with you.

***Please note: Ticket assignments to Laradon's Employment Network are accepted on a case-by-case basis.***

***Submittal of the above information does not guarantee Ticket assignment.***

***The information provided is used to properly evaluate the needs of each Ticket Holder.***

***\* Required Field***

\*First

Last

City

\*State

\*Phone #1

Phone #2

\*Email address:

**Link to view the full questionnaire**

[http://www.laradon.org/CES\\_TicketToWork\\_Application/index.aspx](http://www.laradon.org/CES_TicketToWork_Application/index.aspx)

# Tracking Tool

TICKET TO WORK PROGRAM TRACKER												
Center Name	Client Name	SSN	Last 4 SSN	IWP Date	ASGN Date	UN-ASGN Date	Employer	Start	End	Wage Rate	TOTAL Payments since 2008	Notes
ABC Career Services	Rob Jones	123-45-678	6789	4/2/15	04/02/15	03/25/15	Miller's Hardware Store	\$7.50	\$8.50	\$8.50		John is working 32 hours a week and he will also meet with us once a week as a follow-up.
CBS Employment Services	Michelle Barrett	123-54-111	1111	4/15/15	04/18/15	04/03/15	Melody Music	\$7.25	\$7.25	\$7.25		Michelle needs training with learning the new software system at her job. Contacted her to set up to talk about her IWP goals.

# Statement of Understanding

## Statement of Understanding

I understand that I have assigned my ticket to Self Sufficiency through Employment (SSTE) as my employment network (EN). As my employment network I will be assisted with obtaining employment and or other employment supports i.e., job-retention, job readiness counseling, resume writing and interviewing skills assistance.

I further understand that it has been explained to me the guidelines to participate in the "Ticket to Work Program" and that my benefits may be affected due to work and/or earnings.

Be it known that I have been given the phone number to the "Community Work Incentive Coordinator (CWIC)" in my State along with the phone number to the "Ticket to Work help line for additional information regarding the "Ticket to Work "program.

I further understand it is my responsibility to report my work and earnings to the Social Security Administration; and I have been given the phone number for wage reporting.

**I authorize "Self Sufficiency through Employment" the right to report and provide employment and earnings to the Social Security Administration on my behalf and contact employers to obtain pay check stubs, earnings information, employee records and any contact information not provided to SSTE.**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# Public Relations Campaign

- ENs should sign a release with the Ticket Holder and the company they are using.
- Reaching out to your local media make sure they understand they portray companies that are hiring people with disabilities.
- Bulleted document about what Ticket to Work is and some strong points in using the Ticket program to help Social Security disability beneficiaries go back to work.



**Link to local news segment**

<http://ksn.com/2015/01/23/ticket-to-work-program-helps-social-security-recipients-get-into-workforce/>

**Link to the success story**

<http://rosewoodservices.com/news/view/RWEmploymentNetwork1-15>

# Progress Check 3

**Why is it important to track your assignments and employment information? (pick all that apply)**

- A.** Track goals and outcomes for different sites
- B.** Easier to complete your APOR
- C.** You have nothing better to do with your time
- D.** You can compare your data with reports on the Ticket Portal to assure accuracy



# Quick Tips

- **Courtesy and Customer Service**



- **Soft Skill Assessment**

- Verbal/Interpersonal Skills
- Written Communication
- Office Technology
- Problem Solving



- **Free Online Career/Personality Assessment Tools**

- O\*Net
- Career Builder



# Personalized Information on EN Directory

- You can add additional, personalized information to your listing on the EN Directory to attract ticket holders to your EN.
- 250 Character Limit
- Free Advertising
- Email [ENDescRev@ssa.gov](mailto:ENDescRev@ssa.gov)

# Questions and Answers

For more information, contact an Account Specialist  
at 1.866.949.3687 or [enoperations@yourtickettowork.com](mailto:enoperations@yourtickettowork.com)

